



**FOR IMMEDIATE RELEASE**  
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**Alameda County Wins Three Merit Awards in Statewide Competition**  
*Awards Program Honors Best Uses of Technology and Innovation*

Alameda County is receiving three Merit Awards in the California State Association of Counties' (CSAC) 2017 statewide awards program honoring innovation and best practices in county government.

The winners this year range from an innovative Alameda County fellowship that trains recent college graduates in public sector climate change initiatives to a new automated employee onboarding system that has streamlined the County hiring process and is saving staff time and resources. Also winning was a new Social Services "Customer-Centric Distributed Work Model" that leverages technology to maximize efficiency, produce fast results and simplify the experience for customers applying for local benefits programs.

"Once again we are being recognized by our peers from around California for innovative work that helps to make Alameda County one of the best counties in which to live, work and do business," said Susan S. Muranishi, Alameda County Administrator. "This year's winners reflect the creativity and hard work being displayed by all our County departments to provide the best service possible to our residents."

This year's Merit Award winners are:

The Alameda County General Services Agency for leading a **Climate Corps Fellowship** program that has hosted 36 fellows since 2010. The program trains the next generation of climate protection leaders by providing extensive on-the-job experience as fellows help the County achieve climate action goals. The General Services Agency's Office of Sustainability, Sustainable Transportation Program, and Early Care and Education Program continue to host recent college graduates for ten-month service learning fellowships.

Alameda County's Information Technology Department (ITD) and Human Resource Services Department, for the County's new **Automated Employee Onboarding System**. The Automated Employee Onboarding System has transformed County employee hiring practices by converting what was a paper-based process into a simplified, digital platform that makes transitioning employees into the County workforce more efficient while reducing labor costs and use of paper and other resources.

The Alameda County Social Services Agency for its **One-Touch Customer-Centric Distributed Work Model**, which leverages technology to simplify the benefits application process and other services. The project includes staff cross training to minimize "hand-offs" of customers from one employee to another while determining eligibility for services and completing same-day application processing. Customer service also has been enhanced with the addition of innovative technology solutions, such as the Cal WIN-integrated Self Scanning Kiosks, which allow clients to scan, upload and view case documents, as well as schedule appointments.

The winning Alameda County programs were chosen from a record number of entries from California's 58 counties to this year's CSAC Challenge Award program.

"Our Alameda County team is being challenged each day to think outside the box and to find creative new ways to deliver core services," said Supervisor Keith Carson, current CSAC President. "These awards show that our work force is delivering on these demands."

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In addition to the three winning programs, entries to the awards program included several Alameda County initiatives that are making County services more efficient and accessible.

These entries included:

**MAP1193**, a new mobile application developed by ITD in partnership with the District Attorney's Office. The app allows users to track location and legal compliance of businesses required to place human trafficking prevention information placards in visible locations.

The Alameda County Community Development Agency's **Food Business Entrepreneurial Training Academy (FBETA)**, a cooperative effort to provide small business management training to local food-related startups and businesses to increase their chances of success.

The Alameda County General Services Agency's **Strategic Plan for Office Paper**, which is reducing the County's use of paper through digital document creation, sharing, signing and storing technologies. The program also has led to changes in purchasing guidelines so that the County uses 100% post-consumer recycled paper for virtually all remaining paper uses.

**The Alameda County Elections Results Viewer**, created through a collaboration between ITD and the Registrar of Voters (ROV). This application provides online capability and capacity for viewing election night voting results by precinct, as they are posted online by ROV. This approach to providing real-time election results is being followed by other counties in California and across the United States.

The Alameda County Public Works Agency's **Surveyor Documents Sharing Website**, which is enhancing public access to search, view, and print County Surveyor recorded maps and documents.

The County's new **Assessor Property Value System**, a modernized property value records and data management system that is increasing worker productivity and streamlining the business process, saving staff time and resources.